



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
YOUTH PROGRAMS & OUTREACH
SUPERVISOR
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for managing and implementing the Targeted Outreach Program (TOP) and Youth Development Programs for the Department of Human Services. Reports to the Chief of Prevention Services.

ESSENTIAL JOB FUNCTIONS

Manages the TOP and Youth Development Programs, to include developing and coordinating partnerships with a variety of internal and external agencies to provide services for at-risk youth in the community, soliciting and administering grants, creating marketing and outreach strategies and responding to community inquiries and complaints. Manages the provider network and ensures provider compliance; assists with program development and planning; performs recruitment, training and monitoring of individual service providers.

Responsible for the effective supervision and administration to include staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities; advises staff on difficult issues and makes decisions on exceptional situations to manage and implement appropriate services and assistance; evaluates resource needs and manages the effective deployment of resources.

Makes and recommends referrals for services through comprehensive knowledge of local services and resources, collaborates with service providers in the community, serves on interagency service assessment teams, and serves as a client advocate in accessing services.

Serves as a liaison to federal, state and local agencies, state communities, professional boards and task force groups; and collaborates with other agencies to develop and coordinate resources in order to establish effective working relationships. Provides training and education on a variety of social work topics and remains abreast of current statewide policy initiatives and best practices related to the Human Services field.

Performs related duties by conducting assessments, preparing written reports and service plans, attending and coordinating related meetings, and seeking to resolve crisis situations for families and individuals.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services – Thorough knowledge of social work principles and practices including federal, state, and local regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Case Management – Thorough knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Supervision – Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment/Decision Making – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with customers, employees, managers, and representatives from other departments and organizations.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- Communication – Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human services issues with tact and diplomacy in a confidential manner.
- Accounting and Budgeting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in a human services field (Social Work, Human Services, Sociology, Psychology, Family & Child Development, Counseling, Gerontology, or Guidance & Counseling); or a Bachelor's Degree in any field and 3-5 years of appropriate and related human services experience with 1 -2 years of supervisory experience. A Master's Degree is preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

ENVIRONMENTAL HAZARDS

This job risks no exposure to any environmental hazards.

PHYSICAL AND DEXTERITY REQUIREMENTS

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis and routine keyboard operations.

SENSORY REQUIREMENTS

This job requires normal visual acuity, and field of vision, hearing, and speaking.